

## Practice Reporting and Payment Support

Reports are available that detail REACH payments processed by Collaborative Health Systems (CHS) in partnership with HealthSmart and ECHO Health. There is no change to provider method of billing – **providers must continue to bill CMS as done previously for all services rendered to Medicare beneficiaries.**

CHS, HealthSmart and ECHO Health Inc. are not replacing CMS or the MAC in this model. CHS receives a file from CMS to process payments for primary care codes for the REACH Model. Questions regarding claims adjudication and denials should be directed to the MAC.

Questions related to the CHS REACH payment enhancement amounts should be directed to your CHS Practice Transformation Coach.

### Reports and Information Available:

- **Claims Remittance / 835s:** To support the repriced Fee-For-Service claims paid by ECHO (for in-scope primary care services), industry standard claims remittance information will be provided. These reports will be delivered along with payments by HealthSmart and ECHO Health.
  - For practices that have registered for electronic payments, electronic 835s will be provided for ingestion into practice management software.
  - For practices that have not yet registered and are receiving paper checks, a paper remittance will be provided along with the check.

### Sample Explanation of Payment

Sample Return Address  
P.O. Box 12345  
Sample, OH 44123

**PAYER  
LOGO  
HERE**

Sample Provider  
Suite 123  
123 Anywhere Street  
Anywhere, US 12345

SAMPLE CUSTOMER  
SERVICE MESSAGE

Your name, Sample Provider, and Tax ID have been verified by the IRS.

Tax ID: 123456789
EPC Draft #: 999999999
Payment Week: 40
Payment Date: 01/01/1900
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Service Date	Code or Description	Explanation Codes	Total Charge	Provider Discount	Other Plan Payment	Other Adjustment	Patient Obligation				Net Payment Amount
							Co-Ins	Co-Pay	Deductible	Non-Cov	
<div style="display: flex; justify-content: space-between;"> <span>Provider: SAMPLE PROVIDER</span> <span>Patient Acct #: 555555555</span> <span>Group/Check Number: ABC/123456</span> </div> <div style="display: flex; justify-content: space-between;"> <span>Network: SAMPLE NETWORK</span> <span>Member Number: 123456789</span> <span>Customer Service #: 111.111.1111</span> </div> <div style="display: flex; justify-content: space-between;"> <span>Patient Name: JOHN DOE</span> <span>Claim Number: 111111111</span> <span>Administered By: TPA</span> </div>											
01/23/20	99214	45	142.00	44.40	0.00	0.00	0.00	50.00	0.00	0.00	47.60
<b>Total:</b>			142.00	44.40	0.00	0.00	0.00	50.00	0.00	0.00	47.60

► **Provider Portal:** This is a web-based portal operated by ECHO Health. Providers must register in order to access the portal at [www.ProviderPayments.com](http://www.ProviderPayments.com). Please review the *Provider Portal Quick Payments Guide* for registration instructions. This portal will enable providers to find additional information about recent payments. Portal capabilities include but are not limited to:

- Produce a printable PDF of the remittance by clicking on the EPP link
- View the settlement status, including an image of the cleared check via the links in the Settlement column
- View and display claim level details
- View current and prior year 1099s from ECHO
- Manage new payment email notifications

► **Capitation Support Reports:** These ad hoc reports will be provided to explain payments for the Quality Incentive Bonus and Care Coordination Compensation payment enhancements. These reports are available from CHS market representatives. Please contact your market representative to request this report.

- Payouts for the payment enhancements come through as a single claim line item via the ECHO Health payment process and will be made at the TIN level.
- The reports provide detail down to the Provider and Beneficiary level to help practices understand the exact payment amount for enhancements and enable reconciliations and monitoring of activity.
- More information is forthcoming on the transition to an automated process for report delivery.